



MINISTRY DESCRIPTION

Title: Recovery Services Manager
Department: Disaster Services
Reports to: Recovery Services Director

Schedule: Regular, full-time
FLSA: Exempt

Ministry Function:

Recovery offers help and support to individuals, families and children in creating paths of resiliency and hope where poverty, disaster and personal crisis exist. The Recovery Services Manager supports the ministry of Convoy of Hope by working closely with Response personnel at headquarters and in the field, to determine the most appropriate path to recovery and the role Recovery should play. The Recovery Services Manager may oversee entire recovery operations, based on demands. In addition, the Recovery Services Manager shares in the responsibilities of program resourcing related to partner organizations within Springfield and other assigned locations.

Essential Duties and Responsibilities:

Disaster Recovery:

1. Assist in assessment of potential U.S. recovery operations activities during the response phase of each disaster.
2. Manage the implementation of Recovery objectives, protocols, processes and standards, as assigned.
3. Manage Recovery staff, including interns and volunteers, as assigned.
4. Manage all aspects of individual recovery cases, as needed.
5. With Recovery Services Director, share in management of all duties of Case Manager in case of position vacancy.
6. Prepare status reports, in accordance with areas of assignment, on recovery project plans, progress, and results of activities.
7. Serve on Federal, State, County or City committees, boards, councils or workgroups as approved in relationship to Convoy Recovery efforts, as assigned.
8. Participate on NVOAD committees as assigned.
9. As member of the US Programs Team, supports other programs as assigned.
10. Follows general and equipment specific safety rules. Uses appropriate safety protection equipment and other safety devices.
11. All other duties as assigned.

Community Care - Springfield:

1. Maintain good working relationships with pilot program partners.
2. Be familiar with and maintain program inventory processes.
3. Be familiar with and participate in program fulfillment processes.
4. Be familiar with and maintain program ordering process.
5. Provide support and leadership to volunteers as needed.

Required, Knowledge, Skills, and Abilities:

1. Bachelor's degree in related field or 2 years experience in Disaster Recovery required.
2. Prior compassion ministry experience is also preferred.
3. Mastery level knowledge regarding long-term recovery laws, processes and practices.
4. Strong organizational skills for tracking several long-term projects at one time. Detail oriented.

5. Ability and experience in development of program plans, protocols, and standard operating procedures.
6. Excellent interpersonal communication skills for dealing with teammates, LTROs, CMs, volunteers, contractors and disaster survivors, Community Care partner agencies.
7. Ability to use a PC and/or Mac software programs, including but not limited to Microsoft Outlook, Word, and Excel.
8. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
9. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
10. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities:

This position may supervise additional recovery positions, when applicable. May supervise interns or volunteers as assigned.

Created: March 01, 2018